



**International
Standard**

ISO 20121

**Event sustainability management
systems — Requirements with
guidance for use**

*Systèmes de management responsable appliqués à l'activité
événementielle — Exigences et recommandations de mise en oeuvre*

**Second edition
2024-04**



COPYRIGHT PROTECTED DOCUMENT

© ISO 2024

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

Page

Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Context of the organization	7
4.1 Understanding the organization and its context	7
4.2 Understanding the needs and expectations of interested parties	8
4.3 Determining the scope of the event sustainability management system	8
4.4 Event sustainability management system	9
4.5 Sustainable development principles and mission statement	9
5 Leadership	9
5.1 Leadership and commitment	9
5.2 Policy	10
5.3 Roles, responsibilities and authorities	10
6 Planning	10
6.1 Actions to address risks and opportunities	10
6.1.1 General	10
6.1.2 Issue identification and evaluation	11
6.1.3 Legal and other requirements	12
6.2 Event sustainability objectives and planning to achieve them	12
6.3 Planning of changes	12
7 Support	12
7.1 Resources	12
7.2 Competence	13
7.3 Awareness	13
7.4 Communication	13
7.5 Documented information	14
7.5.1 General	14
7.5.2 Creating and updating documented information	14
7.5.3 Control of documented information	14
8 Operation	15
8.1 Operational planning and control	15
8.2 Managing changes	15
8.3 Supply chain management	15
9 Performance evaluation	16
9.1 Monitoring, measurement, analysis and evaluation	16
9.2 Internal audit	16
9.2.1 General	16
9.2.2 Internal audit programme	16
9.3 Management review	17
9.3.1 General	17
9.3.2 Management review inputs	17
9.3.3 Management review results	17
9.3.4 Performance against governing principles of sustainable development	18
10 Improvement	18
10.1 Continual improvement	18
10.2 Nonconformity and corrective action	18
Annex A (informative) Guidance on planning and implementing this document	19
Annex B (informative) Supply chain management	37

Annex C (informative) **Evaluation** **41**

Annex D (informative) **Human and child rights** **46**

Bibliography **51**

ISO 20121:2024 - Preview only Copy via ILNAS e-Shop

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents. ISO shall not be held responsible for identifying any or all such patent rights.

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Project Committee ISO/PC 250, *Sustainability in event management*.

This second edition cancels and replaces the first edition (ISO 20121:2012), which has been technically revised.

The main changes are as follows:

- the text, clause sequence and relevant definitions have been aligned with the harmonized structure for management system standards in the ISO/IEC Directives, Part 1, 2022, Annex SL, Appendix 2;
- the text has been reviewed and improved to take into consideration: enhancement of environmental, social and governance (ESG) requirements; a reduction of negative impacts and maximization of positive ESG impacts; making the standard more user friendly and accessible.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

Events are sometimes, by their nature, high profile and transient, with both positive and negative social, economic and environmental impacts. This document has been drafted to help organizations and individuals to improve the sustainability of their event-related activities.

At the same time it requires organizations to recognize their relationship with and their impact on society and society's expectations of events.

This document challenges an organization to improve its process and thinking to lead to continual performance improvement and allows the organization the flexibility to be more creative about the delivery of event-related activities without detracting from the aim of the event. This document is not a checklist or a reporting framework or a method of evaluating event sustainability performance. This document is intended to be applied flexibly and allows organizations that have not formally addressed sustainable development to start to implement an event sustainability management system. Organizations with existing management systems can integrate the requirements of this document into their existing systems. All organizations can benefit from the process of continual improvement over time (see [Figure 1](#)).

This document has been designed to address the management of improved sustainability throughout the entire event management cycle.

Additional guidance and information is provided in [Annexes A](#) to [C](#) to support its implementation.

The complexity of the system and the extent of documentation and the resources devoted to it are proportional to its defined scope, the size of the organization and the nature of the organization's activities, products and services. This is particularly the case for small and medium sized enterprises.

The success of the system depends on commitment from all levels and functions, especially from top management. In addition, in order for such a management system to be successful, it should be flexible and integrated within the event management process and not just regarded as a component to be added on. For maximum effectiveness, its influence should extend throughout the supply chain, as well as the identified interested parties.

This document can be used to prove compliance, as detailed in the Scope.

ISO 20121:2024(en)

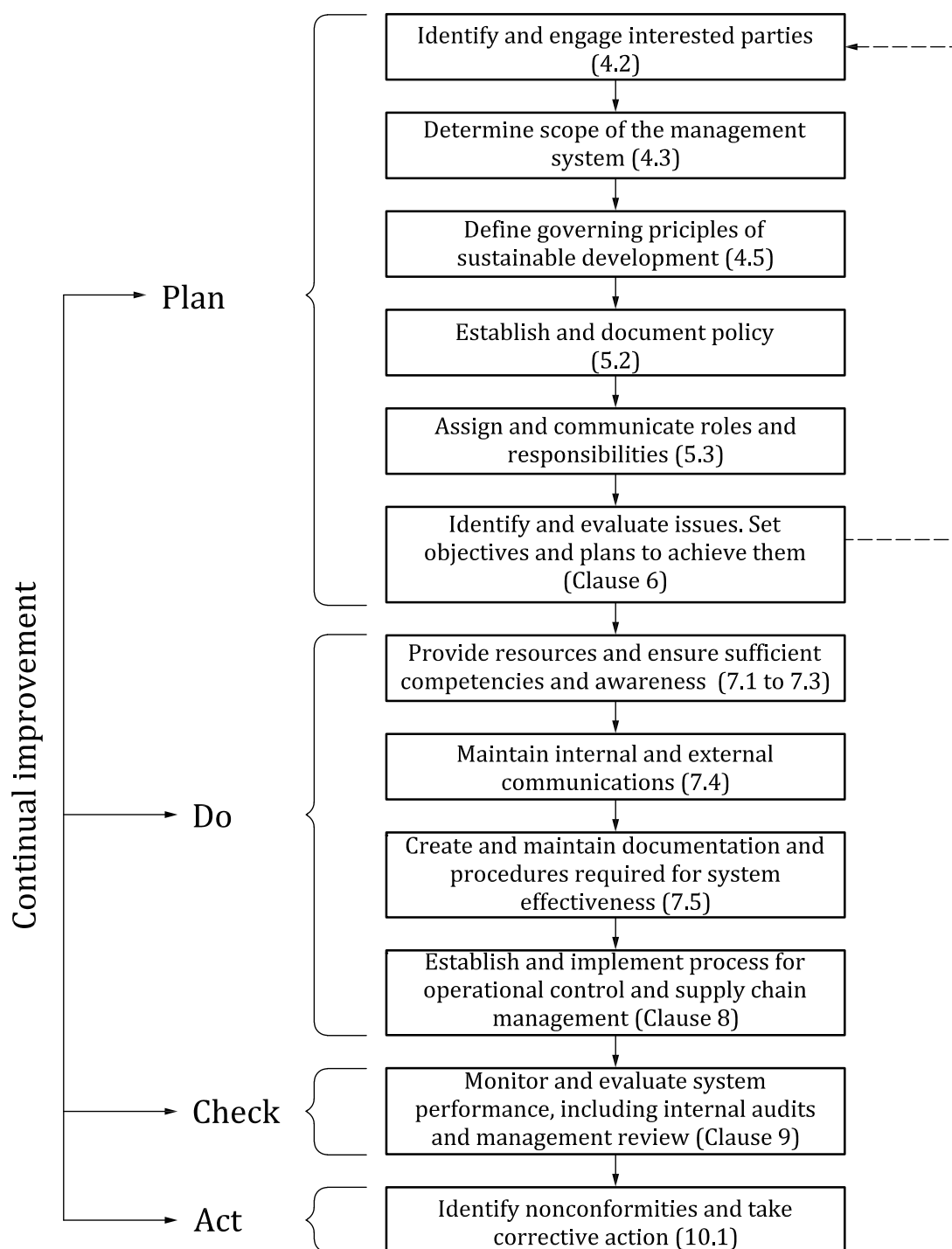


Figure 1 — Event sustainability management system model for this document